

# East Cleveland City Schools

Myrna Loy Corley

Joy S. Howard



Superintendent of Schools

Technology Coordinator

2/15/2006

Smart Solutions, Inc.  
4925 Galaxy Parkway  
Cleveland, OH 44128

Dear Suranjan Shome:

This letter will confirm our decision to purchase \$160,000.00 of Network Maintenance from your company during the 07/01/2006 to 06/30/2007 E-rate funding year as specified in the attached specifications and price quotations.

The procurement of these Network Maintenance products and service may be dependent upon the following conditions

1. Final approval of next year's fiscal budget;
2. Contract confirmation by next year's school board;
3. Award of associated Year 9 E-rate funding; and

This written acceptance of your proposal constitutes an agreement between us. Please sign below to acknowledge our acceptance and return a signed copy to us as soon as possible. Electronic and facsimile copies are deemed originals.

We look forward to working with Smart Solutions, Inc. on this project.

Sincerely,

Vendor:

*Myrna Loy Corley, Superintendent*  
\_\_\_\_\_  
Name and Title

\_\_\_\_\_  
Name and Title

*2/16/06*  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Attachments [list]

## **Erate Proposal – Year 9**

### **Network Maintenance**

for

#### **East Cleveland City Schools**

15305 Terrace Drive  
East Cleveland, OH 44112

Attn. Ms. Joy Howard

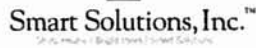
Prepared by :

Smart Solutions Inc  
4925 Galaxy Parkway  
Cleveland, OH 44128

Contact: Suranjan Shome 216-765-1122 x 225

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**Attn. Ms. Joy Howard**

Dear Ms. Howard,

We are a 23 year old company with in depth technical skills and extensive experience of completing projects under the eRate program. In 2005, VAR magazine named Smart Solutions as one of **'500 Largest Solutions Provider in North America'**. Smart Solutions also made the VAR magazine list of **'50 Fastest Growing Solutions Providers in North America'** in 2004. Additionally, the president of Smart Solutions received the prestigious **Ernst & Young Entrepreneur of the Year** award in 2005.

We feel confident that we can provide East Cleveland City Schools with a solution that will benefit the school in the short and long term.

Thank you for this opportunity to provide pricing and we look forward to working with and East Cleveland City Schools on this project.

Sincerely,

*Smart Solutions Inc Confidential*

## Services Overview

Smart Solutions Inc will provide a comprehensive maintenance plan, to provide off-site/ on-call maintenance for servers and internetworking hardware.

Smart Solutions Inc will provide off-site technical staff who will be "on call" to maintain the network infrastructure that is in place at and East Cleveland City Schools. Maintenance will be provided on an "as-needed" basis. When a network problem occurs, the district will issue a trouble ticket via website/email to SSI's Cleveland office. At that time, one of our engineers or technicians will trouble shoot remotely or be dispatched to the school as necessary and correct the problem.

### Services will include:

- Second Tier call handling for troubleshooting
- Tech / engineer dispatch
- Off-site support at the building level, as needed (on-call basis)
- Replacement of hardware (including ordering, receipt of new equipment, return of broken equipment, unpacking, etc.)
- Trouble shooting/ diagnose problems
- Operational software maintenance (patches, troubleshooting, factory upgrades – provide patch and software revision and upgrade management)
- Download and install BIOS changes
- Configuration problem resolution and repair
- Reconfigure malfunctioning equipment
- Transport, protocol, and NOS-level preventative diagnostic
- Trouble log review for recurring problems
- Server Hard drive de-fragmentation
- Periodic equipment cleaning
- Periodic problem reviews and diagnosis for root cause analysis on eligible equipment when the ability of the equipment to transport information is disrupted. With district, establish measures to prevent recurring incidents
- Monthly reporting

**Smart Solutions Inc field service technicians will provide maintenance service and support.** These personnel will be able to repair all items under warranty\* and out of warranty. The warranty functions will be performed by A+ certified technicians. Additionally, SSI engineers are fully certified to maintain and support equipment from major manufacturers like IBM, HP, Cisco, Microsoft and others. These individuals will have a functional mix of hardware technicians and network engineers.

\*Warranty usually refers to hardware only. All diagnostics and troubleshooting functions are usually not covered by warranty.

## Maintenance Escalation Procedures

In case of a need to research, expedite, or resolve specific maintenance/service issues, the following general procedures are available:



Smart Solutions, Inc.<sup>TM</sup>

Smartnet Plus & Smartnet Next - Smart Solutions

- Contact SSI service engineer for assistance.
- SSI service manager can be notified.
- Senior service staff will be responsible until problem is resolved.

### Parts Equipment Coverage

Smart Solutions is providing a warranty for all of the district's erateable hardware, which combines Cisco Smartnet with our in house warranty.

Smart Solutions will be providing maintenance for a period of one year (**starting July 1, 2006**).

Maintenance coverage for the following equipment:

All eRateable network hardware, including:

<u>Qty</u>	<u>Product</u>	<u>Description</u>
1	C8540MSR-SKIT-AC	C8540 MSR Starter Kit w/ Stratum 4 Clock Module - AC Power
1	C8540-PWR-AC/2	C8540 Redundant Power Supply - AC
1	C85MS-SCAM-2P	C8540 SuperCAM for Port Adapter Modules (PAMs)
1	C85MS-8T1-IMA	C8500MSR/LS1010 8-port TI IMA PAM
1	C85MS-8T1-IMA	C8500MSR/LS1010 8-port TI IMA PAM
1	C85MS-SCAM-2P	C8540 SuperCAM for Port Adapter Modules (PAMs)
1	WAI-OC3-4MM	4 Port OC-3c/STM-1 MMF PAM
1	C8545MSR-MRP4CLK	C8540 MSR Multiservice Route Processor
1	C8545MSR-MRP4CLK	C8540 MSR Multiservice Route Processor
1	C8546MSR-MSP-FCL/2	C8540 Redundant MSR Switch Processor with ATM FC
1	C8545MSR-MRP4CLK	C8540 MSR Multiservice Route Processor
5	C8510MSR-SKIT-AC	C8510 MSR Starter Kit with AC Power
5	WAI-OC3-4MM	4 Port OC-3c/STM-1 MMF PAM
5	C85MS-ATM25-4P	4-port ATM 25 PAM - note C8510/LS1010 only
5	C85MS-8T1-IMA	C8500MSR/LS1010 8-port TI IMA PAM
1	cisco7206	^Cisco 7206, 6-Slot chassis, 1 AC Power Supply
1	cisco7206	^Cisco 7206, 6-Slot chassis, 1 AC Power Supply
	?	NPE150 Processor
	?	X.25 software, Version 3.0.0.
	?	4 Ethernet/IEEE 802.3 interface(s)
	?	1 FastEthernet/IEEE 802.3 interface(s)
	?	12 Serial network interface(s)
	?	1 ATM network interface(s)
1	WS-C6509-1300AC=	Catalyst 6509 Chassis w/ 1300W AC Power Supply
	WS-X6K-SUP1A-2GE	Included in Chassis
	WS-F6020A	Included in Chassis
	WS-X6408A-GBIC	Included in Chassis
	WS-X6324-100FX-MM	Included in Chassis
	WS-X6348-RJ-45	Included in Chassis



	WS-X6348-RJ-45	Included in Chassis
1	WS-C6509-2500AC= WS-X6K-S2-PFC2=	Catalyst 6509 Chassis w/ 2500W AC Power Supply Included in Chassis
1	WS-C6509-PFC2-48GT WS-CAC-2500W WS-X6K-SUP2-2GE WS-F6K-PFC2 WS-X6408A-GBIC WS-X6148-GE-TX WS-X6148-GE-TX WS-X6148-GE-TX WS-X6148-GE-TX WS-X6148-RJ45V WS-F6K-VPWR	Cat6509 Chassis,Sup2-PFC2,WS-X6148-GE-TX,Fan Tray,No PwrSup Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis
14	WS-C4506 WS-X4306-GB WS-X4515 WS-X4548-GB-RJ45 WS-X4148-RJ45V PWR-C45-1300VAC	Catalyst 4500 Chassis (6-Slot),fan, no p/s Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis Included in Chassis
2	WS-C4503-S2+48V WS-X4013+ WS-X4148-RJ45V PWR-C45-1300VAC	Catalyst 4503 Bundle, 1x 1300AC, 1x S2+, 1x WS-X4148-RJ45V Included in Chassis Included in Chassis Included in Chassis
5	cisco2620 ? ?	^10/100 Ethernet Router w/2 WIC Slots, 1 Network Module Slot 1 FastEthernet/IEEE 802.3 interface(s) 4 ATM network interface(s)
1	WS-C6513	Cat 6513 Chassis, 13slot, 19RU, No Pow Supply, No Fan Tray
1	WS-SVC-FWM-1-K9=	Firewall blade for 6500 and 7600, VFW License Separate
1	WS-SVC-IDS2BUNK9=	IDS2M-2 600M mod spare
1	WS-C6513-2500AC=	Catalyst 6513 Chassis w/ 2500W AC Power Supply
1	WS-X6516-GBIC	Included in Chassis
1	WS-X6548-GE-TX	Included in Chassis
1	WS-X6548-RJ-45	Included in Chassis
1	WS-SVC-IDS2M-2	Included in Chassis
1	WS-SVC-FWM-1	^Firewall blade for Catalyst 6500
1	WS-SUP720-BASE	Included in Chassis
1	WS-SVC-IDSUPG	Included in Chassis
1	WS-F6K-PFC3A	Included in Chassis
1	WS-SUP720	Included in Chassis



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- 4 cisco1601-r ^Ethernet/Serial Modular Router, 4M Flash/8M DRAM  
 ? 1 Ethernet/IEEE 802.3 interface(s)  
 ? 2 serial(sync/async) network interface(s)
- 4 cisco804 ISDN BRI/ETHERNET ROUTER, NT-1, 4-PORT HUB, 2 POTS  
 ? 2 POTS Ports  
 ? 1 Ethernet/IEEE 802.3 interface(s)  
 ? 1 ISDN Basic Rate interface(s)

105	802.11G IOS AP W/AVAIL CBUS SLOT FCC CNFG	AIR-AP1231G-A-K9
105	2.0 DBI DIVERSITY OMNI CEILING ANTENNA FOR AIRONET- MF IN SING	AIR-ANT5959
105	150FT ULTRA LOW LOSS CABLE ASSEMBLY W/RP-TNC CONN(MANU IN	AIR-CAB150ULL-R
1390	Network Drops (Cat 5) w/ associated conduits, terminations	
	School Server	
	Functionality: DHCP, DNS, WEB Server (3 servers)	
3	HP DL380G4 X3.6GHz/800 1MB US Rck Server	311144-001
3	HP 5U Rack-Mount Kit	274339-B21
3	HP Ultrium 460 (1 drv) 3U Rackmount	350546-B21
3	HP 2-Channel Ultra320 SCSI Adapter	268351-B21
9	Cable Offset 12ft Ext VHDCI/WIDE	341177-B21
3	HP DL380 G4 Redundant Fan Option Kit	293048-B21
6	HP 2GB REG PC2-3200 2x1GB Memory	343056-B21
3	HP Raid w/5 SP Drive 1 FIO Setting	339780-B21
18	HP 72GB 15K U320 Pluggable Hard Drive	286778-B22
3	HP DL380 G4 US Redundant Power Supply	355892-001
3	Tape Backup	CS-2
3	1 iDataAgent for Windows Server (NT, W2K, W2K3) with 1 - 7 CPU.	DA-W-WS-1
1	HP 10642 42U Standard Rack Pallet	245161-B21
1	HP TFT5600RKM Integ 1U US KeyBrd&Monitor	221546-001
1	1x1x16 IP console switch (100 - 240v)	262585-B21
1	HP R3000 XR Low Voltage US Rack UPS	192186-001
1	HP UPS R3000 XR Extended Runtime Module	192188-B21
3	HP 10K Qty-10 1U Graphite Blanking Panel	253214-B21
1	HP 10K Graphite Metallic 42U Side Panel	246099-B21
1	HP 10K Graphite 600mm Stabilizer Opt Kit	246107-B21
2	HP KVM CAT5-PS/2 console interface adapter (8-pack)	262587-B21
	Routers	
3	3845 Cisco Router w/ ATM capability	3845
3	NM-4E1-IMA 4-port E1 ATM network module with IMA	NM-4E1-IMA 4-port E1
3	NM-2W 2-WIC-slot network module (no LAN) w/ smartnet	NM-2W 2-WIC

2 – Proliant ML 570 Servers with accessories  
 8 – Proliant ML 530 Servers with accessories

## **PRICING:**

Network maintenance for district = \$ 160,000

**IF ERate is approved at 90% discount, the cost to the district will be \$ 16,000**

## **RESUMES:**

- **Phil David - Technical Manager and Senior Consultant**

### **Summary of Skills:**

- ✓ 15 years of professional experience in designing, implementing, and supporting LANs, WANs, and other network technologies.
- ✓ WAN experience includes point-to-point, multi-point, Internet and VPN design.
- ✓ Extensive experience with Novell Netware, Novell GroupWise, Novell Boardermanager, Microsoft NT/2000 and Microsoft Exchange.
- ✓ Vast expertise in design and implementation of Document Management systems.
- ✓ Experience in design and planning of datacenters, premise distribution systems, and office automation architecture.

## **EDUCATION & CERTIFICATIONS**

- ✓ Master of Business Administration at Case Western Reserve University with concentration in Management Information & Decision Systems
- ✓ Bachelor of Science in Business Administration at Miami University in Oxford, Ohio
- ✓ Majors at Miami University included General Management and Production and Operations Management
- ✓ CNE for NetWare and GroupWise
- ✓ ICIE/ICSE for iManage – Document Management System
- ✓ Compaq StorageWorks - Designing and Implementing StorageWorks Solutions for Windows NT and Novell NetWare Platforms.

## **EXPERIENCE**

- ✓ Managed the Design, Implementation, and Support of IT Solutions using:  
Network Operating System Software: Microsoft Windows N/2000 and Novell NetWare 4.x/5.x/6.x  
Desktop Operating System Software: Microsoft Windows 95/98/NT/2000/XP  
Database System Software: Microsoft SQL Server 6.5/7  
Document Management System Software: iManage and Novell GroupWise 5.x/6.x  
Backup System Software: CommVault Galaxy, Computer Associates ARCserve, and Veritas BackupExec  
Network Fax System Software: Computer Associates FAXserve and Castelle FaxPress  
Internet and Corporate E-mail System Software: Microsoft Outlook, Novell GroupWise 5.x/6.x, cc:Mail, and Notes, Desktop Management System Software: Novell ZENworks
- ✓ Supervised the Installation and Maintenance of Networking Hardware including: Compaq, HP, Dell, and IBM Servers and Workstations, Network Adapters, Hubs, Switches, and Modems from all leading manufacturers, APC UPS, Compaq/HP DAT/DLT Tape Drives and Libraries, and HP Network Printers and Scanners.



## Smart Solutions, Inc.™

Smart, Frequent, Single Source IT Smart Solutions

- ✓ *Managed a team of software development programmers.*
- ✓ *Provided Network Security design, implementation and support utilizing technologies such as firewalls, filtering, intrusion detection, and VPN's.*
- ✓ *Managed numerous document management implementations and upgrades for law firms and corporations.*
- ✓ *Developed marketing and sales material for consulting services division.*
- ✓ *Constantly evaluate emerging technologies and new products to provide better solutions to clients*

### • **Rob Barr**

15 Years experience in the computer networking industry.

#### **Technical Expertise:**

NT Server 4.0, Windows 2000 Professional, Windows 2000 Server  
 Netware 3.x, 4.x, 5.x, 6.x  
 GroupWise 5.x, 6.x  
 ManageWise and ZEN Works  
 Cisco PIX Firewall  
 Cisco 700,1600,2500, 3600 Routers  
 Cisco Catalyst Switches  
 Cisco Works  
 Microsoft Proxy Server 2.0, Microsoft Exchange Server 5.5, Internet Information Server 4.0  
 Connectivity, LAN/WAN infrastructure and design work, VPN  
 Internet Security – firewall, content filtering, intrusion detection  
 Extensive Experience with HP, IBM and Compaq Servers  
 HP Printers and Network Printing  
 Veritas BackupExec & Arcserve  
 Lotus Notes

#### **Project Management Experience:**

Supervised several installations of 1,000 systems per project. Installation included complete network integration in an NT LAN/WAN environment.  
 Managed rollout of 1,500 PC's and 10 servers in a Netware environment. Project consisted of providing complete network connectivity throughout client's WAN.

#### **Certifications:**

Microsoft Certified Systems Engineer  
 Master Certified Novell Engineer  
 Cisco Certified Network Administrator  
 Cisco Certified Design Associate  
 CISSP

### • **Jeff Koehler**

MCSE+I, MCT, MCP, CCA, CCEA, CCNA, CCNP, CNA  
 Watchguard Certified Professional, Cisco Security Professional-1

#### **General:**

10 Years experience in the computer networking industry.  
 5 Years experience as a Microsoft Certified Trainer

#### **Technical Expertise:**

NT Server 4.0, Windows 2000 Professional, Windows 2000 Server, Win CE, Pocket PC 2002  
 Active Directory Design



Smart Solutions, Inc.™

Cisco PIX Firewalls

Cisco VPN concentrators

Cisco 700, 800, 1600, 2500, 2600, 3600, 4000, 7000 Routers

Cisco Catalyst Switches 2900, 3800, 4000, 5000, 5500, 6000

Microsoft Proxy Server 2.0, ISA 2000, Microsoft Exchange Server 5.5 and 2000, Internet Information Server 4.0 and 5.0

Connectivity, LAN/WAN infrastructure and design work

Internet and dial security, VPN, RADIUS, TACACS, Intrusion detection (IDS 4210, Snort, SecureNet)

Thin Client Connectivity Citrix Winframe, Metaframe, and Terminal Server

Extensive Experience with HP and Compaq Servers

HP Printers and Network Printing

Veritas Network Backup Solutions

Intel Proshare Video Conferencing now Polycom

Basic SCO and Solaris UNIX administrative work

Power Macintosh, G3, G4, and iMac both OS8 and OS9 as well as OSX server networking and support

Watchguard Firebox Firewalls

802.11b, 802.11a Wireless connectivity- Aironet, Wavelan, Proxim- Both client and bridging (site to site)

#### **Training Experience:**

Have taught Microsoft Official Curriculum Classes to MCSE candidates

Developed custom courses on a variety of topics including Helpdesk training, basic Novell administration, Macintosh networking, and Windows NT Administration

Served on an academic board for Cuyahoga Community College in developing a college credit track for network administrators

#### **Recent Project Management Experience:**

Managed a national network roll out for a large corporation. Involved 15 sites throughout the country

Managed a large project involving a healthcare organization and their level 2 help desk operations. Responsible for staffing and operations involving over 4000 desktops in a mixed network environment

Managed a large network implementation for a governmental agency including 802.11b, Watchguard, Windows NT, and Citrix Metaframe

**Currently Pursuing:** Cisco Certified Internetwork Engineer CCIE